

# Raphael Almeida

## Intern in Systems Analysis

I am an intern in System Analysis with good international experience in customer service. Additionally, I have interest and knowledge in the UI/UX field. I am proactive, enjoy working in teams, and solving problems. I am seeking an opportunity to work in the UI/UX area, contributing to the success of the company and developing my skills in this field

## Contacts

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## Skills

Systems analysis

Manual Testing

Wireframing

Prototyping

Kanban, agile & scrum

Salesforce Service Cloud

SDLC

CI / CD

Software Documentation

Microsoft Office (Word, Excel)

Figma

JIRA

Microsoft Azure

## Soft Skills

Teamwork, resilience, time management, patience, international and multicultural experience, adaptability, and problem-solving.

## Intern in Systems Analysis

Infonet, Oct 2022 – Present (6 months)

- Prototypes for new features of ATM and Internet Banking systems using Figma.
- Working closely with managers and developers.
- Software documentation.
- Management of implementations on the backend and frontend systems of the State Bank of Sergipe, which is our client.
- Creating diagrams for systems and networks.
- Monitoring software development process.

## Customer Service Representative

Shopee, Jul 2021 – Oct 2021 (4 months)

- Solve problems related to customer orders by processing returns and refunds when necessary, using the Shopee and Correios (brazilian government courier) systems.
- Assist sellers/buyers with delivery problems.
- Resolve issues through emails in Salesforce's Service Cloud

## Bar Staff

Princess Cruises, Jul 2018 – Jun 2021 (3 years)

- Responsible for serving drinks in lounges, bars, casinos, and other events on the cruise ships where I was assigned to work.
- Multicultural environment.
- Communication is only in English.
- Serving customers from different countries.

## Study and Work in Canada

Toronto, Canada. Jul 2013 – Jan 2016

I studied English and worked in various places, such as bars, restaurants, construction, and cleaning. It was a very good experience where I had the opportunity to learn a new language and develop myself as a person, getting to know and working with people from different parts of the world.

## Education

### Associate Degree in International Business

Aracaju – Sergipe, Brazil

2016 – 2019

### Digital House Brasil – Web Development

Brazil

Nov 2021 – Jul 2022

### Iterasys

Testing Automation

Jan 2023 – Maio 2023

### Udemy

Complete Web Design: from Figma to Webflow to Freelancing